

In the event that we was unable to use our main office and/or computers, all companies files and data is regularly backed up and date stamped to a separate harddrive and to a secure online storage to prevent any disruption to course delivery or loss of personal data. This gives us the flexibility to set up a backup office anywhere with internet access very quickly. If any paper files, assessments or training books were destroyed in storage as a result of this event our awarding body would be notified at the earliest point and if applicable our insurers.

If we have an event that would prevent us using a booked training room we would make every effort to quickly find a suitable training room in the same area. If this was not an option we would offer to rebook the course on a different date or offer a refund to the learner. Our awarding body would be notified of any changes of date or location at the soonest possible time.

In the event that our booked classroom tutor would be unable to deliver the training, we would make every effort to quickly find a suitable approved trainer to deliver the training. If this was not an option we would offer to rebook the course on a different date or offer a refund to the learner. Our awarding body would be notified of any changes of date or tutor at the soonest possible time.

In the event of a burglary or breach of security the police would be notified and a full report will be made. Where applicable a copy of this report would be given to our awarding body and insurers.

If we chose to withdraw from our centre approval status with one of our awarding bodies we would immediately stop registering new learners to the courses that are with the awarding body we would be leaving. To protection the learners interest we would honour the learners that were booked and run those courses. If this was not possible we would offer a refund to the learner.

Signed



Mr Christopher Lucas-Jones
Managing Director
Endeavour (UK) Limited

Version date: 26/02/2016